

Conflict



MANAGEMENT

OVERVIEW

- ☛ Define conflict
- ☛ Explain the negative connotations associated with conflict situations
- ☛ Define the levels of conflict
- ☛ Explain the positive and negative factors of conflict
- ☛ Describe the methods for managing conflict

The nature of conflict

- Conflict is inevitable in any group that is together for any length of time.
- Different people will have different views, ideas, and opinions.
- Conflict occurs whenever there is no internal harmony within a person, or whenever there is a disagreement or a dispute between individuals.

Negative connotations associated with conflict situation

-  **Getting angry is a waste of time**
-  **They won't understand me**
-  **I'm afraid of the consequences**
-  **Confrontation is unprofessional**
-  **They will only counter my argument**

Levels of conflict

□ Intrapersonal conflict

□ Interpersonal conflict

□ Intragroup

Sources of conflict

- Different values and beliefs
- Role pressure or clarification
- Perception differences
- Diverse goals or objectives
- Group status or identity
- Race, ethnicity, or gender differences

Sources of conflict (continued)

- Personality clash or conflict**
- Competition for limited resources**
- Disagreement on how things should**
- Personal, self, or group interest**
- Tension and stress**
- Power and influence**

Negative factors of conflict

- Diverts attention from important issues**
- May damage morale**
- May cause polarization**
- Reinforces differences in values**
- Produces regrettable behavior**

Positive factors of conflict

- Stimulates interest**
- Forum for discussions**
- Increases cohesiveness**
- Promotes change**
- Provides means to work together**

Methods for managing conflict

- Denial or Avoidance
- Suppression
- Power or Dominance
- Third party intervention
- Compromise or Negotiation
- Integration or Collaboration

Summary

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